

# Help Desk

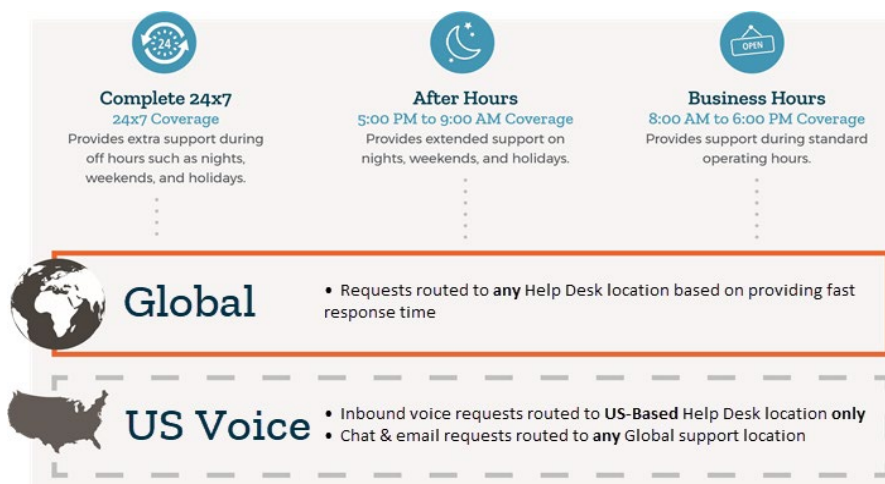
Extend professional, responsive and high-quality 24x7x365 service with the Sedona IT Help Desk. Reinforce your dealer IT Staff with our state of the art routing and response teams and to assist with your end user needs as an extension to your own IT department.

## Solving Your Delivery Challenges

- Staffing – finding and retaining talent for Help Desk functions
- Onboarding & ongoing training and certification requirements for internal resources
- Volume Fluctuations – support needs are difficult to predict and to prepare for
- Consistent End User Satisfaction – difficult to ensure consistent baselines of quality service
- Cost controls and Impediments to growth

## Help Desk Service Options

Meeting the needs of your end users require flexible options.



## Key Features & Functions

### 100+ Certified and Highly Trained Technicians

With over 24+ distinct certification types

### Multi-channel Communication

Maximum and flexible inbound options with Phone, Chat or Email

### Bullseye Routing Capabilities

Ensure the best presentation of your dealership by connecting end clients to your Dedicated Help Desk team

### Seamless Integration with Dealer CROPS & Sedona NOC

For proactive and effective end-to-end problem resolution

### Professional 24x7x365 Customer Services

Support around the clock service from Level 1 to Level 3

### Over 25,000 end users supported worldwide

Concentrations specific to John Deere Dealers, unique software applications, and services in this vertical

## Help Desk Service & Support

- Coverage for Microsoft and Apple desktop operating systems
- Thin clients and virtual desktop infrastructure (VDI)
- E-mail applications and browsers
- Microsoft Office and documented third-party applications
- Hardware and network troubleshooting
- Printer installation and support
- Mobile phones and tablets
- User administration
- Desktop performance problems
- Virus and malware infections
- XID, JDO, & O365 Troubleshooting

## Help Desk Certifications

HDI	<ul style="list-style-type: none"> <li>• Certified Support Center Manager</li> <li>• Certified Support Center Team Lead</li> <li>• Certified KCS V5 Foundation</li> <li>• Certified Technical Support Professional</li> <li>• Certified Team Supervisor Steel City Chapter</li> </ul>
Apple	<ul style="list-style-type: none"> <li>• Mac Integration 10.8</li> <li>• Mac Integration 10.9</li> <li>• Mac Integration 10.10</li> </ul>
CompTIA	<ul style="list-style-type: none"> <li>• A+ Certified IT Technician</li> <li>• Network + Certified</li> <li>• Security+ Certified</li> </ul>
Microsoft	<ul style="list-style-type: none"> <li>• Certified Microsoft Technology - Associate: Database Fundamentals</li> <li>• Certified Professional</li> <li>• Certified Solutions Associate Office 365</li> <li>• Certified Solutions Associate Windows Server 2012</li> <li>• Certified Solutions Expert Messaging</li> <li>• Office Specialist Office Outlook 2003</li> <li>• Office Specialist Office Outlook 2007</li> <li>• Office Specialist Office Outlook 2010</li> <li>• Office Specialist Office Outlook 2013</li> </ul>
Misc	<ul style="list-style-type: none"> <li>• ITIL Foundation Certification IT Service Management</li> <li>• TestOut Certified Security Pro</li> <li>• CISCO CCENT</li> <li>• Six Sigma Green Belt</li> </ul>

### WM Nobbe and Sedona Technologies: Partnering for 3 Years and Counting to Deliver Highly Reliable Deere Application and IT Customer Support

"We're always looking at continuous improvement, and Sedona has a great team to work with because we're all striving for the same things."



Learn more about how Sedona IT Help Desk can accelerate your dealership

Contact a Solution Expert Today @ 1.866.223.7394